



Polk County Joint 911 Service Board

PSAP Advisory Committee Meeting June 2026 Minutes

Meeting Date/Time:

Thursday, June 25, 2026
10:00

Location:

Polk County EMA
1907 Carpenter Ave.
Des Moines, IA 50314

Virtual Option:

[Webex Meeting Link](#)

Meeting password: fbEuW3iMY65

In-Person Attendance Preferred

I. Roll Call & Introductions – * indicates virtual attendee

A. Members

☒ Brad Button

☒ Nick Brockman

☐ Craig Leu

B. EMA Staff

☐ Dutch Geisinger

☒ Lynn Tazzioli

C. Support Staff / Guests / Public

☐ Steve Hoffman, PCSO

☒ Mark Mohr, PCSO

☒ Brandon Bracelin, PCSO

☒ Rob Dehnert, Westcom

☒ Aubyn Giampolo, Westcom*

☒ Reid Stevens, EMA

II. Approved Agenda & Previous Meeting Minutes – [May 28, 2026](#)

III. Communications Center Updates/Information Sharing

A. Des Moines Police Department PSAP

1. There are three telecommunicators in training. This puts Des Moines at two over operating strength. One telecommunicator is planning on retiring at the end of August. Another who was not planning on returning from parental leave may stay.
2. The IT phone system migration to Microsoft Teams is complete. They are still troubleshooting transfer issues with dispatch and public works. The Genovation keypad has also been having issues with 1-button transfer after the migration. Des Moines is working with Zetron to remedy the issue. The Eventide recorder update is also complete.

B. Polk County Sheriff's Office PSAP

1. A hiring process will begin with a job posting in August and testing in September. There are no current vacancies and none expected. Polk County is working on validating CitiCall with their current employees.
2. The Emergency Fire Dispatch (EFD) go-live is scheduled for July 20.



Polk County Joint 911 Service Board

PSAP Advisory Committee Meeting June 2026 Minutes

3. Polk County reported intermittent issues receiving 9-1-1 calls, calls being routed to the incorrect PSAP, and trouble transferring to state patrol since the statewide outage. The other two PSAPs were not aware of any further issues since service was restored.

C. Westcom Emergency Communications

1. The current academy with four telecommunicators is scheduled to complete on July 6.

IV. Budget & Finance

A. Reports

1. May Google Dashboard Report – [Attachment #1](#)
2. May JD Edwards Revenue Report – [Attachment #2](#)
3. May JD Edwards Expense Report – [Attachment #3](#)
 - a. The 911 Coordinator noted changes made to our cost for 911 lines by CenturyLink. A yearly true up brought our expenses down from about \$460 per month to about \$400 per month. These are the portion of the lines from the trunk to the ESInet. We will continue to pay this until the full conversion to SIP.
4. May JD Edwards Cash Balance Report – [Attachment #4](#)

V. Administration Updates

A. Legislative Update

1. Nothing to report at the state level. At the national level, [the National Telecommunications and Information Administration \(NTIA\) recently released a study that finds the remaining nationwide NG911 transition costs are 30-40% lower than the 2018 estimate](#) NENA and APCO have been using to request funding for NG911. Reduced costs are largely attributed to local investments in NG911 infrastructure, but also to the main costs shifting from upfront capital expenditures on equipment to recurring operational expenses tied to cloud-based software services. Most of the questions we received from senators and representatives during 911 Goes to Washington centered around the cost, and the only data we had was from the 2018 study. Bills relating to the funding of NG911 have been introduced in both the house and senate, but have stalled.
2. The Enhancing First Response Act (S.725) is still being held at the desk in the House after being passed unanimously by the Senate.



Polk County Joint 911 Service Board

PSAP Advisory Committee Meeting June 2026 Minutes

B. Alert Iowa

1. The recent 9-1-1 outage was an event that could have qualified to use a WEA should any of the agencies have wanted to. 911 Coordinator spoke with HSEM about their decision not to issue one at a wider or statewide level. Reasons they declined to do so included the fact that not all 9-1-1 calls were impacted, 10-digit numbers varying by jurisdiction, and the inevitable fact that some who receive the WEA would call 9-1-1 just to see whether they could. We would have similar concerns to work through at the local level – our jurisdictional borders for the 10-digit numbers can get messy, although the message could direct recipients to look up their local 10-digit number prior to an emergency.

VI. Upcoming Training Opportunities

- A. [HSEM PSAP Leadership Training](#) – November 18, 2026, JFHQ
- B. [ICS 300](#) – September 23-25, 2026, Polk County EOC
- C. [ICS 400](#) – November 4-5, 2026, Polk County EOC

VII. Open Discussion

- A. 911 Coordinator confirmed all are planning to take part in the CAD to CAD Hub testing on 6/26. Testing will aim to resolve issues with the CentralSquare CAD creating ALFD trips in the Hexagon CAD and the Hexagon trips not being received by the CentralSquare CAD.
- B. Polk County inquired what the next steps for being granted access to the encrypted Westcom talk groups is after submitting the signed MOU. Westcom questioned whether the intent was to open access to all Polk County users through this MOU. Polk County clarified the intent is only to provide access to dispatch to monitor the radio traffic.

VIII. 2026 Meetings

Thursday, July 23, 2026 at 10:00

Thursday, August 27, 2026 at 10:00

Thursday, September 24, 2026 at 10:00

Thursday, October 22, 2026 at 10:00

Thursday, November 26, 2026 at 10:00*

Thursday, December 24, 2026 at 10:00*

IX. Adjourn – meeting was adjourned at 10:22.

Attested by:

A handwritten signature in blue ink, appearing to read "L. Tazzioli", written over a horizontal line.

Lynn Tazzioli, 911 Coordinator

June 26, 2026